



TECHNICAL

TIP



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DATE: November 15, 2013

SUBJECT: Traverse HCDU - Recovering from a 917 Error

AVAILABILITY: All Authorized Triton Distributors and Third Party Service Providers

This bulletin addresses:	
<input type="checkbox"/>	Hardware Service Issues
<input type="checkbox"/>	New Kit/Parts Available
<input type="checkbox"/>	Software Announcements
<input checked="" type="checkbox"/>	Technical Tips

Recommended Implementation is:	
<input checked="" type="checkbox"/>	Now for all affected units
<input type="checkbox"/>	All affected units during next service visit
<input type="checkbox"/>	Optional
<input type="checkbox"/>	No implementation required

DESCRIPTION:

If your Traverse is experiencing a 917 error, execute the following instructions to clear the error.

1. Hold down the Control Key (blank key on the keypad) and push the number 1 key on the keypad.
2. Enter your password to enter Management Functions.
3. On the Main Menu screen, select System Parameters (5).
4. In System Parameters, select Restart the ATM (5). When the prompt appears, press "Enter" on the keypad.
5. The unit will now restart and the dispenser will initialize. This should reset the error.**

**If the error did not reset,

1. Repeat steps 1 - 2 above.
2. On the Main Menu screen, select Terminal Status (8).
3. In the Terminal Status, select Reset Terminal Error (3).
4. Exit the Management Functions. The ATM should return to service.

If you have questions regarding this Technical Bulletin, please contact Technical Support at 1-228-575-3100 or toll free in the U.S. / Canada 1-800-259-6672.

Visit www.Triton.com for additional information.

For all ATM Parts, Repair, and Training needs, visit www.atmgurus.com.